



2021 DAMAGE PREVENTION AWARENESS Webinar Questions & Answers

Find additional Frequently Asked Questions here: <https://www.bluestakes.org/faqs/>

Click on the Question from the list below to jump to the Answer.

- #1 What is the process to contact Blue Stakes in an emergency for a locate request if it is after hours?**
- #2 How do we check for delayed locate notifications?**
- #3 Is it important to have a field contact that can be reached on site?**
- #4 Is there an app for the locators for EPR and if not is there one in the plans?**
- #5 What is the process for training a new employee for entering Locate Request Tickets online at Blue Stakes?**
- #6 Is it a requirement to have a Locate Request Ticket with Blue Stakes prior to potholing?**
- #7 Do I need to call 911 if I damage an underground utility?**
- #8 Can you set up a reoccurring locate request on a project?**
- #9 Will private lines be marked after I have a Locate Request Ticket?**
- #10 How long is a Locate Request Ticket valid for?**
- #11 When submitting a request online, is there a way to specify that I am white lining?**
- #12 What can be done about Locate Request Tickets that continue to be Updated after the work is completed and no visible work is being done?**
- #13 How deep can I dig before I need a Locate Request Ticket?**
- #14 Is it possible to submit a map when making a Locate Request Ticket to show where the excavation site is if it is hard to explain?**
- #15 Which facility companies/operators participate as members of Blue Stakes?**
- #16 Is white lining required by the law?**



#1 What is the process to contact Blue Stakes in an emergency for a locate request if it is after hours?

Locate Requests are NOT created after hours by Blue Stakes. If an emergency excavation needs to be completed after hours, you will need to contact each facility operator directly to request the area be marked or have them clear the area. To obtain a list of the impacted facilities use our Utility Contact Lookup link: <https://ucl.bluestakes.org/>. This is also accessible by clicking on the Utility Contact Lookup icon from within our Mobile App.

Enter the location information, use the tools provided to indicate the location on the map, and select “Emergency After Hours.” A popup will then provide a contact list of the numbers for the specific facility operators that would need to be contacted directly after hours.

#2 How do we check for delayed locate notifications?

The facility operator/locator will send the excavator an email, phone call, or both. The facility operator/locator may additionally post information on our Electronic Positive Response (EPR) system. Currently, participation in EPR is voluntary. To check the responses for your requests, go to: <https://www.bluestakes.org/epr/>. This is also accessible by clicking on the Positive Response icon or EPR Lookup icon from within our Mobile App.

#3 Is it important to have a field contact that can be reached on site?

It is critical to have the best contact listed on each Locate Request. This contact should be someone familiar with the job site and able to answer questions from Blue Stakes, as well as the facility operators/locators.

#4 Is there an app for the locators for EPR and if not is there one in the plans?

Member facility operators and locators can access their locate requests and submit their electronic positive response (EPR) information into Blue Stakes system on our website and through our Mobile App, as well as by using Ticket Management Software. Blue Stakes offers free access to our WebTMS software for any of our members that would like to automate this process. For more information, go to: <https://www.bluestakes.org/epr/>, click on the “Request Information on EPR” button, then complete and submit the form.

#5 What is the process for training a new employee for entering Locate Request Tickets online at Blue Stakes?



To request training to enter Locate Requests online, go to our website www.bluestakes.org. Click the Locate Requests tab and then click on WEB ACCESS SIGN UP or go directly to the signup page here: <http://newtin.bluestakes.org/newtinweb/signup.nas>. This is also accessible by clicking on the Web Access Signup icon from within our Mobile App.

After completing and submitting this form, you will receive an automatic email reply acknowledging the sign-up receipt. Shortly thereafter you will receive an email providing you with some brief instructions and a link to begin your online training. The online training can be completed at your own pace and convenience.

New Locate Requests may also be entered online without the need for training through our Internet Ticket Entry (ITE) page by clicking on the "Submit a Ticket" button or by going to: <https://ite.bluestakes.org/>. This is also accessible by clicking on the New Locate Request icon from within our Mobile App.

Online Ticket Revisions to previously submitted Locate Requests may also be entered online without the need for training by going to: <https://otr.bluestakes.org/>. This is also accessible by clicking on the Update Locate Request icon from within our Mobile App. Revisions available include Updates, Re-Marks, and Cancels.

#6 Is it a requirement to have a Locate Request Ticket with Blue Stakes prior to potholing?

Yes indeed! The Utah Damage to Underground Utility Facilities Act requires anyone engaging in any activity which displaces earth, rock, or other material on or below the ground to notify Blue Stakes at least two (2) business days but not more than 14 calendar days prior to excavation.

You can submit a Locate Request Ticket online 24 hours a day, 7 days a week at: <https://ite.bluestakes.org/>. There is also access to this application through our Mobile App.

#7 Do I need to call 911 if I damage an underground utility?

The Utah state law explains it this way:

54-8a-7. Notice of damage -- Repairs.

(<https://le.utah.gov/xcode/Title54/Chapter8A/54-8a-S7.html>)

- (1) If an excavator contacts or damages an underground facility, the excavator shall:
 - (a) immediately notify the appropriate operator and then proceed in a manner that is reasonably calculated to avoid further damage to the underground facility; and
 - (b) immediately call 911 if the excavation may result in an immediate risk to human life.
- (2) Upon receipt of notice, the operator shall immediately examine the underground facility, and, if necessary, make repairs.

#8 Can you set up a reoccurring locate request on a project?

Locate requests expire 14 calendar days from the time/date they are processed and submitted. In order to extend the request beyond the expiration date, the excavator will need to “Update” the request at least 2 calendar days but not more than 6 calendar days prior to the expiration time/date listed on the request. To Update your request online go to: <https://otr.bluestakes.org/>. It is also accessible by clicking on the Update Locate Request icon from within our Mobile App.

There is currently not an option for automatic Updates.

Note: Do not Update a request if excavation work is not going to take place within 14 calendar days. Wait until you are ready to excavate again and submit a New request 2 calendar days prior to excavating. Your original Locate Request Ticket information can be used for the New request and this can be completed through the same link.

#9 Will private lines be marked after I have a Locate Request Ticket?

Utah law requires utility owners to mark only the lines that they own and maintain. This usually means up to the meter. Underground lines that extend beyond the meter or that are not connected to a meter are typically not installed or owned by a utility company and therefore may not be marked. These include water and sewer laterals, power to a detached garage or lamppost, sprinkler/irrigation systems, lines connected to a propane tank or septic system, etc.

Almost every job site will include some type of privately-owned underground pipe or cable. The excavator should inspect the property carefully and ask the property owner about private underground lines before digging. The excavator should consider hiring a private locator to mark private lines that could be in conflict with the excavation project. Areas where private lines are especially common include apartment complexes, mobile home parks, gated subdivisions, cabin communities, schools and universities, hospital complexes, industrial areas, government facilities and military installations. Find additional info under FAQ #6: <https://www.bluestakes.org/faqs/>

#10 How long is a Locate Request Ticket valid for?

A request expires 14 calendar days from the time it is submitted. If the markings are destroyed by weather or excavation, the excavator will need to call 811, option 1 to speak to a Customer Service Representative or go online to submit a Re-Mark request and allow 2 business days for the area to be re-marked.

To submit a Re-mark request online go to: <https://otr.bluestakes.org/>. This is also accessible by clicking on the Update Locate Request icon from within our Mobile App.

#11 When submitting a request online, is there a way to specify that I am white lining?

Yes. Instead of choosing Entire, Front or Rear, choose “Other.” Then enter your instructions in the “Specify Work Area” field. You will need to provide specific marking instructions for your “Pre-marked” area that you describe, including how you choose to pre-mark.

- Example 1: Dig site is pre-marked with a white flag (or X) in the northeast corner of the lot. Please stake a 10 ft radius around the white flag (or X).
- Example 2: Dig line is pre-marked in white paint on the east side of the building. From east side of building please stake 50 ft east along the pre-marked line, while staking 5 ft on both sides of the pre-marked line for the given stretch.
- Example 3: Dig area is a 10 ft x 20 ft pre-marked rectangle in the Rear of the given lot. This is pre-marked in white paint. Please stake the pre-marked area, as described.

#12 What can be done about Locate Request Tickets that continue to be Updated after the work is completed and no visible work is being done?

It is important to reach out to the excavator making the requests directly and express your concerns about these excessive requests for markings, where work appears to be complete.

#13 How deep can I dig before I need a Locate Request Ticket?

The Utah Damage to Underground Utility Facilities Act requires anyone engaging in any activity which displaces earth, rock, or other material on or below the ground to notify Blue Stakes at least two (2) business days but not more than 14 calendar days prior to excavation.

You can submit a Locate Request Ticket online 24 hours a day, 7 days a week at: <https://ite.bluestakes.org/>. This is also accessible by clicking on the New Locate Request icon from within our Mobile App.

#14 Is it possible to submit a map when making a Locate Request Ticket to show where the excavation site is if it is hard to explain?

A map cannot be linked or submitted along with a Locate Request Ticket that will be sent to the facility operator/locator for locating and marking. If a map would help the Customer Service Representative (CSR) create the request, the CSR will provide an email address to send it to. However, the excavator will still need to provide all normal, required location and marking instructions.

Most locate requests can be described over the phone or online. In situations where excavation projects are large, complicated or within a restricted area, a meet may be necessary. If a meet is



requested, the excavator will need to provide address information for a suitable location to meet, as well as the general boundaries of the dig site. The specific excavation area(s) within these boundaries can then be shown and discussed with the field locators at the meet. A map of the excavation area may be required to be provided to each field locator at the meet.

#15 Which facility companies/operators participate as members of Blue Stakes?

Blue Stakes currently has over 600 participating facility owners/operators. There are large and small companies including gas, power, communications, water, sewer, municipalities, and more. Each participating member should ensure the lines that they own and maintain are located and marked within the described areas on Locate Request Tickets. Some of these members hire third party locating companies to do their required locating and marking on their behalf.

A list of participating facility operators can be found here: <https://www.bluestakes.org/members/>

#16 Is white lining required by the law?

Pre-marking a location will save valuable resources and time. It will also help to reduce unnecessary overmarking for the type of work being completed.

While white lining or pre-marking the proposed excavation area has been recommended for years, it is not required by law in Utah. However, according to section 54-8a-4 (3) of the Damage to Underground Utility Facilities Act:

54-8a-4. Notice of excavation. (<https://le.utah.gov/xcode/Title54/Chapter8A/54-8a-S4.html>)

- (3) If the proposed excavation's anticipated location and dimensions cannot be described as required under Subsection (2)(c) or as requested in accordance with Subsection [54-8a-5\(2\)\(b\)](#), an excavator shall outline the proposed excavation site using as a guideline the then-existing Uniform Color Code and Marking Guidelines, Appendix B, published by the Common Ground Alliance, as amended in the current version of the excavators' guide published by the statewide association established in Section [54-8a-9](#).